



Water has no substitute...Conserve it!

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News Release

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DOW advises customers to use www.kauaiwater.org for online payments and offers important reminders for customer account protection

LIHUE – The Department of Water (DOW) advises customers to log-on to the Customer Account Portal (CAP) at www.kauaiwater.org when making online payments, in order to ensure accuracy and timely receipt of payments towards their DOW account. Additionally, customers should also be aware that DOW is not affiliated with doxo.com and will not be responsible for online payments made on alternative payment sites.

The CAP is DOW's exclusive online payment service and account management tool that is accessible by visiting its website at www.kauaiwater.org. Current customers may sign-up for the CAP using their DOW account number and an email address to gain access to their DOW personal or business accounts. Online bill payment options include payment by debit or credit card, ACH payments and customers may also choose to set up recurring payment options for convenient, hassle-free payments.

DOW also accepts check or money order payments by mail and at the payment drop box located at its Lihue office.

As a reminder, DOW does not own a 1-800 or toll free number and does not request nor accepts credit card payments over the phone. Customers should never send cash through the mail or drop box, and should not provide personal, confidential or financial information to anyone when responding to unsolicited phone calls.

For assistance with bill payments or questions regarding payment options, please contact DOW's Billing Services at 245-5442 or email Billing@kauaiwater.org.

The following is a list of important DOW phone numbers that customers should keep on hand for assistance:

- Main Office: 245-5400
- Billing Services: 245-5442
- To report a water service issue during business hours: 245-5444
- Trouble calls after-hours: Police Dispatch 241-1711

DOW business hours by phone are Monday thru Friday from 7:45 a.m. to 4:30 p.m., except holidays. A complete listing of phone numbers and DOW services can also be found online at www.kauaiwater.org.

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